

PROCESS UPDATES

eInterview Enhancements

Lincoln MoneyGuard® Experience



Effective June 12, 2023, the Lincoln MoneyGuard® online interview (eInterview) process is receiving more updates to improve the customer experience!

An updated client prep email will feature a [new Preparation Video](#) to educate clients on the eInterview process and how to best prepare before they begin.

What You Need to Know...

The eInterview email will now include the following enhancements:



Short Preparation Video
(CA and Non-CA Residents)

A new **Preparation Video** is featured to educate clients on the online interview process and how to prepare the required information.



Updated Formatting
(CA and Non-CA Residents)

Easy-to-use buttons call attention to the New Client Preparation Video and existing Preparation Guide.



Updated Phone Number
(CA Residents Only)

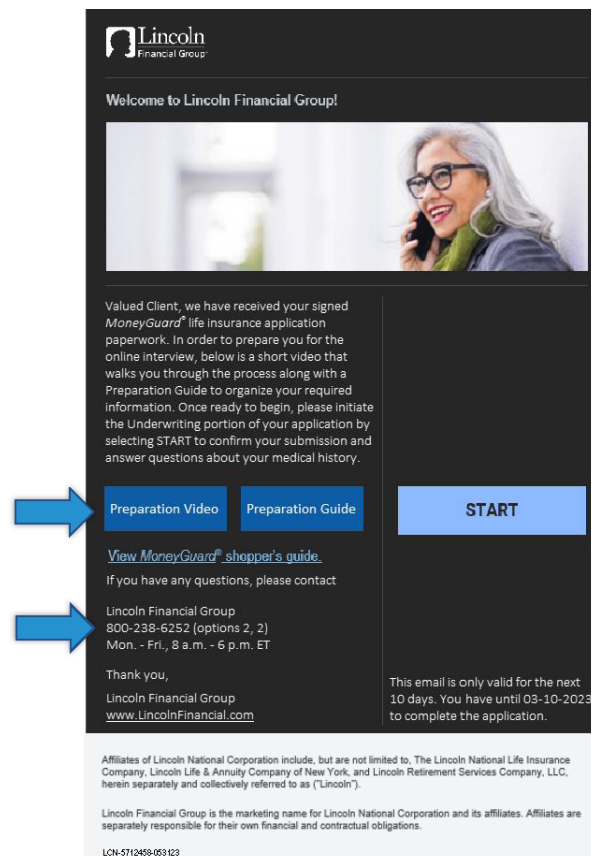
The **California client phone number has been updated** to (800) 238-6252 (Option 2, 2), allowing them to easily contact Lincoln with fewer prompts if they have questions.

eInterview: The Preferred Interview Method for MoneyGuard®

Selecting eInterview in the eApp process or on the paper coversheet **lets your clients feel the benefits of:**

- ☒ A private, mobile-friendly experience available 24/7
- ☒ Faster turnaround times by being available immediately and avoiding scheduling
- ☒ The ability to pause and come back at any time
- ☒ Support tools such as chat features, medical terminology tools and FAQs
- ☒ *And so much more!*

Please contact your dedicated Lincoln MoneyGuard® Underwriting & New Business team with any additional questions.



Save Time Completing Forms with Data Prefill!

Coming to the EFT form on June 12, 2023

We are excited to announce that starting June 12, 2023, **Electronic Funds Transfer (EFT) Forms (Form CS06711)** that **are electronically delivered via the Lincoln DocuSign ePolicy delivery process will have certain information pre-populated on the form***.

The extent to which the EFT form is prefilled will depend on information that has been previously provided to Lincoln. This prefilled information can be updated by the owner or insured upon receipt, if needed. Pre-populated information can include:

- Policy Number
- Insured's Name
- Premium Amount and Mode (Monthly, Annually, etc.)
 - If the Mode is changed on a term ticket submission, the Premium Amount will automatically update to match
- Routing and Account Number
- Payor Information Section (excluding Corporation, Entity or Trust name)
- Signature Date and Payor's Printed Name

Please note that the EFT form will need to be updated if it is being completed for a **One-Time Initial Premium** draft and the account information is different from the ongoing premium payments. *Review the EFT form carefully to ensure the correct information is provided.*

We are happy to provide data pre-population to help save time and effort in completing the EFT forms. Stay on the lookout for expansion of this capability and additional forms in the future!

*Not available for iPipeline DocFast eDelivery.

Reminder: Underwriting and New Business Team Phone Number Changes

Effective June 15, 2023

Updated from the May 30 2023, Lincoln Life Leader

In our ongoing efforts to improve communication efficiency and ensure that calls are routed correctly, we will be changing some phone numbers within Lincoln's Underwriting and New Business organization, including our New Business Case Manager phone numbers, effective June 15, 2023.

Each UW&NB team has updated contact sheets available. Please reach out to your dedicated Underwriting and New Business Team to obtain a copy. We request that you update your records and use the new phone numbers for any future communication with our team. **Please note that the team toll-free numbers will not be changing. Other individual contact details, including email addresses and physical addresses, will also remain unchanged.**

State Approvals

Last Updated 6/12/2023

Effective June 12, 2023

Lincoln AssetEdge® VUL (2020) - 01/11/21 and *Lincoln AssetEdge*® Exec VUL (2020) - 01/11/21 will be closed to new sales in the state of **Vermont effective June 12, 2023.**

Note: *Lincoln AssetEdge*® VUL (2022) has not been approved for sale in Vermont *and will not be made available for sale* in Vermont due to low volume of AssetEdge sales historically in the state.

[View State Availability Grids](#)

Looking for an article?

[View the Index of Articles](#) for past issues of the Lincoln Life Leader or visit the Lincoln Leader archive page on your producer websites.

Important Information:

Lincoln life insurance policies are issued by The Lincoln National Life Insurance Company, Fort Wayne, IN, and distributed by Lincoln Financial Distributors, Inc., a broker-dealer. **The Lincoln National Life Insurance Company does not solicit business in the state of New York, nor is it authorized to do so.**

Policies sold in New York are issued by Lincoln Life & Annuity Company of New York, Syracuse, NY, and distributed by Lincoln Financial Distributors, Inc., a broker-dealer.

All guarantees and benefits of the insurance policy are subject to the claims-paying ability of the issuing insurance company. They are not backed by the broker-dealer and/or insurance agency selling the policy, or any affiliates of those entities other than the issuing company affiliates, and none makes any representations or guarantees regarding the claims-paying ability of the issuer.

Products, riders, and features are subject to state availability. Limitations and exclusions may apply.

With variable products, policy values will fluctuate and are subject to market risk and to possible loss of principal.

Lincoln variable universal life insurance is sold by prospectuses. Carefully consider the investment objectives, risks, and charges and expenses of the policy and its underlying investment options. This and other important information can be found in the prospectus for the variable universal life policy and the prospectus for the underlying investment options. Prospectuses are available upon request and should be read carefully before investing or sending money. For current prospectuses, please call 800-444-2363 or go to www.LincolnFinancial.com.

It is possible coverage will expire when either no premiums are paid following the initial premium, or subsequent premiums are insufficient to continue coverage.
Only registered representatives can sell variable products.

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Not a deposit
Not FDIC-insured
Not insured by any federal government agency
Not guaranteed by any bank or savings association
May go down in value

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